

Active Directory Account Management System

Active Directory Account Manager Guide

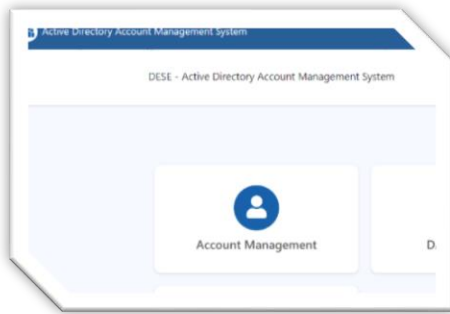
Managing Active Directory Accounts for State Applications
via the
Active Directory Account Management System (ADAM)

The basic responsibility of the Active Directory Account Manager on state systems:

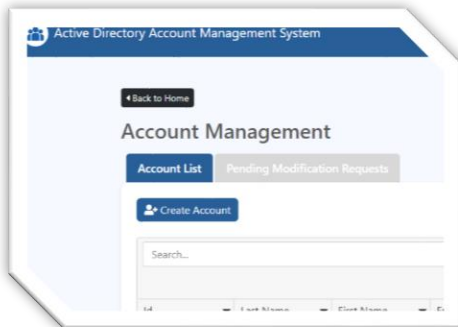
1. **Create** accounts for new users
2. **Delete** accounts for users who are no longer employed or who do not use state applications
3. **Modify** accounts on a limited basis
4. **District Access Information** modification requests
5. **Tickets** for Active Directory Account Management issues
6. **Account Logs** on a limited basis

1) CREATE

- Visit <https://adam.ade.arkansas.gov> - Enter 'User ID' and 'Password'
- On the landing page, select the "Account Management" icon



Select the "Create Account" icon



- Enter information in the three fields
 - Each user may have only one account, and the account **MUST** be for an actual user. Accounts such as "1234elemsub" and "1234hsnurse" are not permissible
 - Enter **First Name** in proper format (*Amy*, not "*amy*" or "*AMY*")
 - Enter **Last Name** in proper format (*Coleman*, not "*coleman*" or "*COLEMAN*")
 - Enter **Email** in lowercase (*amy.coleman@myschool.org*, not "*Amy.Coleman@myschool.org*" or "*AMY.COLEMAN@MYSCHOOL.ORG*")
 - NOTE: MUST be the *identifiable* email account of the user
- Select "Submit"

- You will be asked to confirm that all information is correct. Either "Confirm" or "Cancel"

- **Monitoring Account Status**

1. Monitor account status in the “Account List” section
 - a. Wait for “Status” to show as ‘Good’ before asking the new user to set password.
(see sorting tips below)
 - i. ***Note that all accounts with a status other than “Good” are removed by the system at the close of business each day.**
2. Users will not be able to set password until in a status of ‘Good’. After confirmation:
 - a. Notify user to follow the steps in the ‘**User Password Change**’ document found in the “Passwords” section of the “Security Resources” page
<https://adedata.arkansas.gov/security>

- **Account Creation Format**

- Accounts are automatically created using the following format:
‘LEA’, ‘First Initial’, ‘Last Name’ – ‘**1234acoleman**’
- If there is already an account ‘**1234acoleman**’, and you now create an account for ‘**Andrew Coleman**’ the account will be automatically created using the following format:
‘LEA’, ‘First & Second letter of First Name’, ‘Last Name’ – ‘**1234ancoleman**’

- **Account List Sorting Tips**

- While there are many methods for monitoring and sorting accounts, here are a few basic tips.
Note that you have the ability to “Export All” or “Export Filtered Data”
- Type in the search box

The screenshot shows the 'Account List' tab selected. Below the 'Create Account' button is a search box containing the text 'osm'. Below the search box is a table with three columns: 'Id', 'Last Name', and 'First Name'. The table contains one row with the values '9999gosmond', 'Osmond', and 'Gary' respectively. At the bottom of the table are navigation controls for pagination, showing '1' of 1 items.

- Click the “Filter” icon beside any, or multiple fields, then enter the desired criteria

The screenshot shows the 'Account List' tab selected. Below the 'Create Account' button is a search box. Below the search box is a table with three columns: 'Id', 'Last Name', and 'First Name'. The table contains several rows of account IDs and names. A filter dropdown menu is open, showing options to filter by 'Starts with', 'And', and 'Is equal to'. The 'Starts with' option is selected, and the value '9999' is entered in the filter box. The 'Filter' button is visible at the bottom of the dropdown menu.

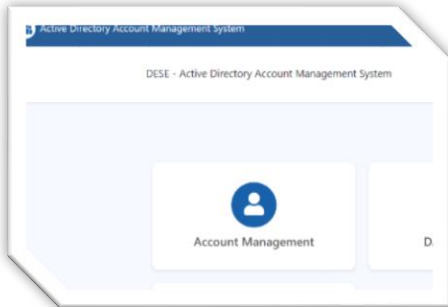
- Click on a heading to sort up or down (will place a little blue arrow beside the sorted heading)

The screenshot shows the 'Account List' tab selected. At the top is a green button labeled 'Export Filtered Data'. Below it is a table with a single column labeled 'Status'. The table contains three rows with the values 'New', 'Good', and 'Good' respectively. The 'Status' column header has a small blue arrow pointing down, indicating it is sorted in descending order.

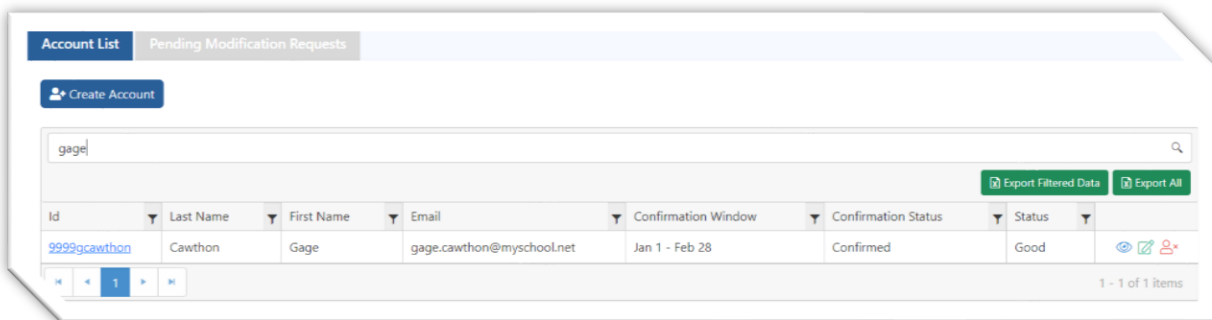
2) **DELETE**

When a user is no longer employed, or no longer uses state applications, deletion of the state Active Directory account is required.

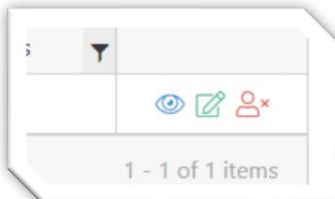
- Visit <https://adam.ade.arkansas.gov> - Enter 'User ID' and 'Password'
- On the landing page, select the "Account Management" icon



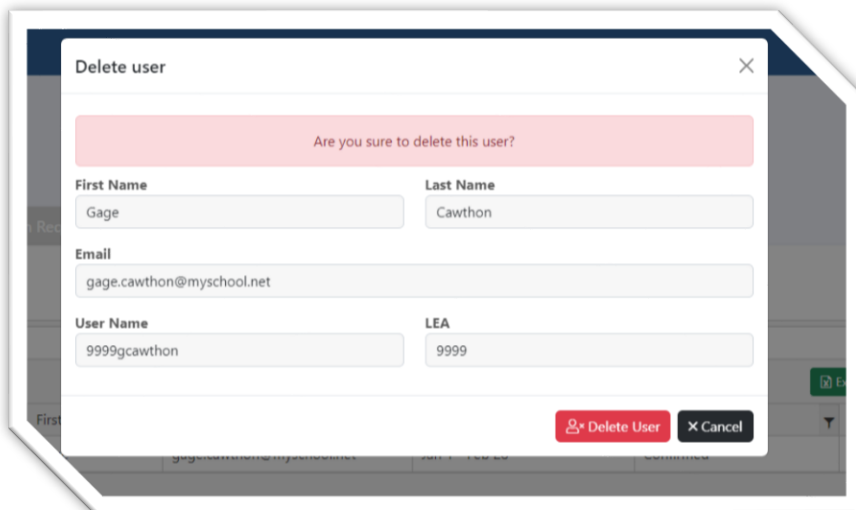
- On the "Account List" page, search for the desired account to be deleted



- Select the red icon to delete the user

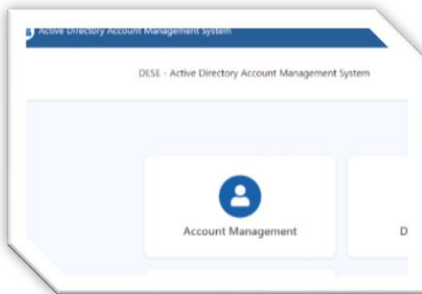


- You will be asked to confirm that you want to delete the user. Either "Delete User" or "Cancel"

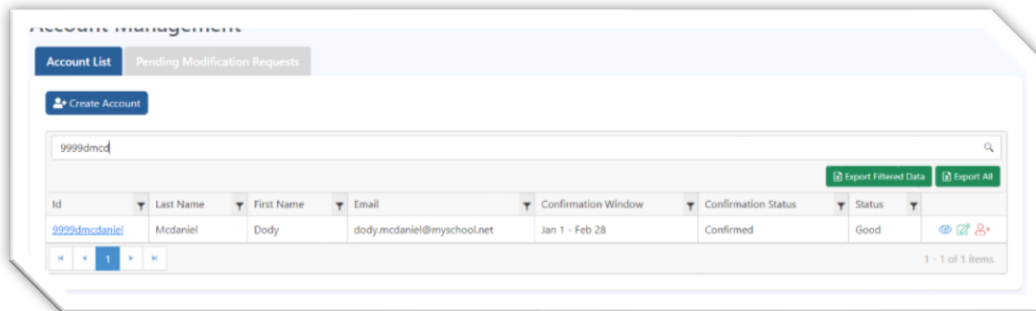


3) **MODIFY**

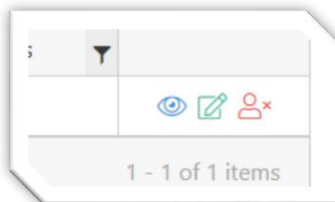
- Visit <https://adam.ade.arkansas.gov> - Enter 'User ID' and 'Password'
- On the landing page, select the "Account Management" icon



- On the "Account List" page, search for the desired account to be modified



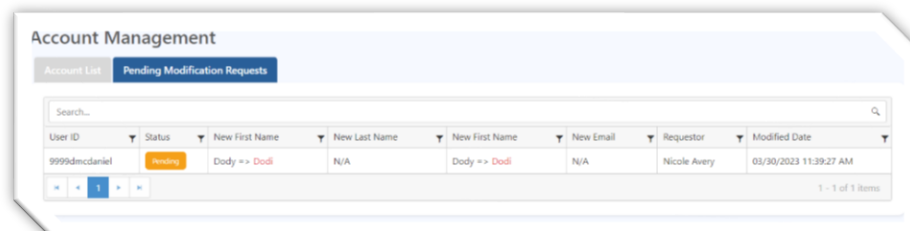
- Select the green icon to modify the account



- Enter the requested modification, then "Submit" – you will be asked to "Confirm" or "Cancel"

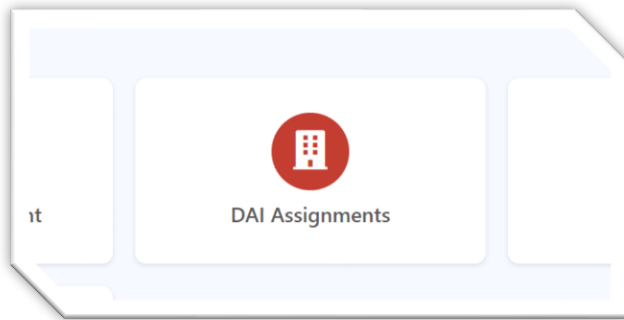
| Current Value | New Value |
|-----------------------------------|-------------------|
| ID: 9999dmcDaniel | ID: 9999dmcDaniel |
| First Name: Dody | First Name: Dodi |
| Last Name: McDaniel | Last Name: |
| Email: dody.mcdaniel@myschool.net | Email: |

- Monitor the "Pending Modification Requests" tab to see status of the request



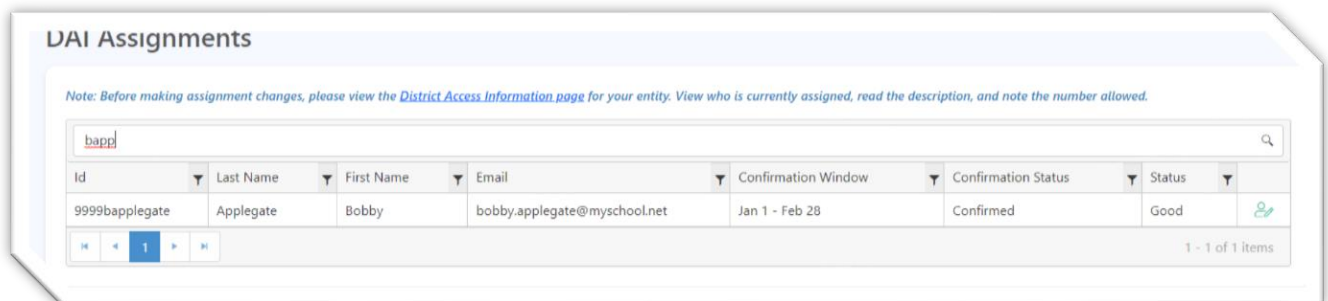
4) DISTRICT ACCESS INFORMATION Modification Requests

- Visit <https://adam.ade.arkansas.gov> - Enter 'User ID' and 'Password'
- On the landing page, select the "DAI Assignments" icon

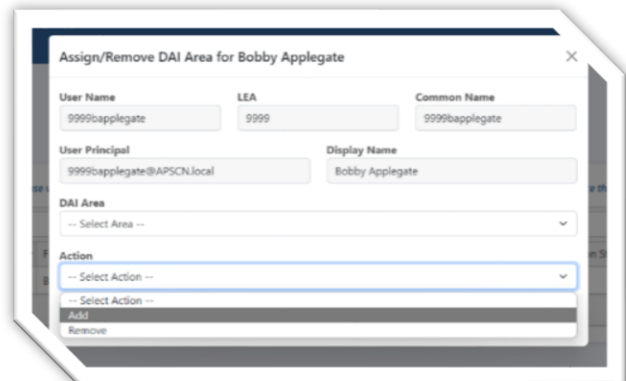
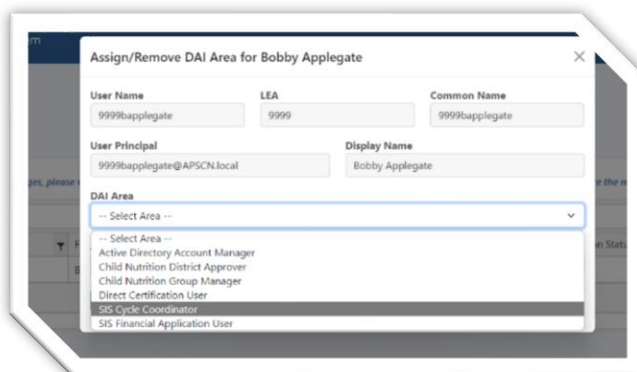


As stated on the page, before making assignment changes, please view the 'District Access Information' page for your entity to view who is currently assigned, read the description, and note the number allowed.

- Search for the desired user, then click the green icon in the far right column



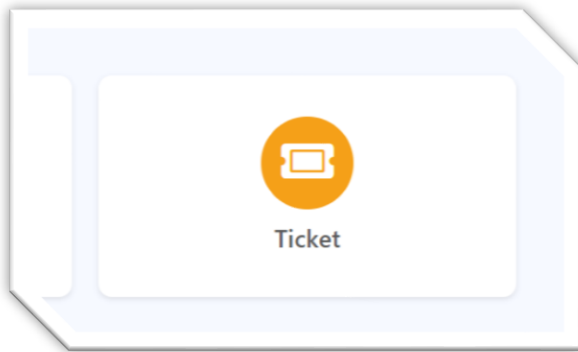
- Select the desired DAI Area and the desired Action



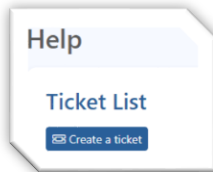
- You will receive an email notification when the request has been Approved or Rejected.
May take up to 24 hours

5) TICKETS for Active Directory Account Management issues

- Visit <https://adam.ade.arkansas.gov> - Enter 'User ID' and 'Password'
- On the landing page, select the "Ticket" icon



- Select the "Create a ticket" icon



- Fill in the desired text, then select the "Create ticket" icon

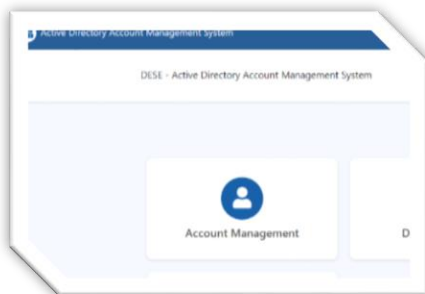
A screenshot of a "Create a Ticket" form. It has a title bar "Create a Ticket". Below it is a text area with the prompt "Describe the issue in the box below" and the text "User ID 9999bappegate is not able to set password". Below the text area is a "File Upload (PDF, Word, Excel)" section with a "Choose File" button and the text "No file chosen". At the bottom are two buttons: "Create Ticket" (green) and "Cancel" (black).

- Active tickets will be listed in the "Ticket List"

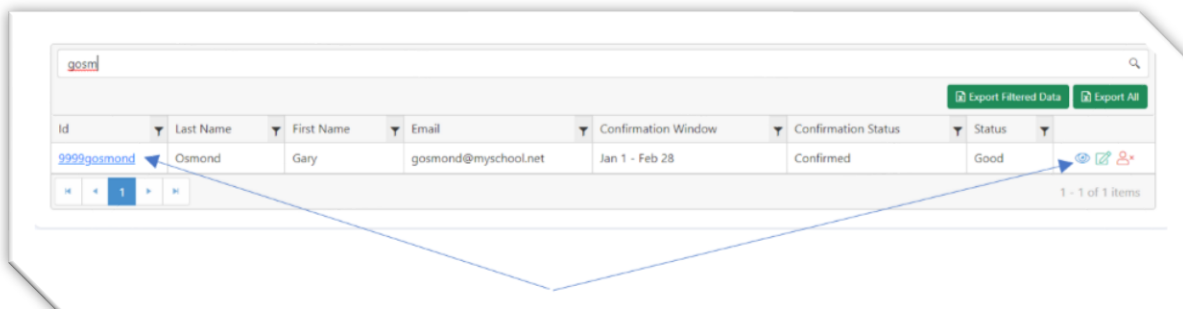
| Ticket List | | |
|------------------------------------|--------------|----------------------|
| Create a ticket | | |
| Ticket Id | Created By | Created On |
| ADAM-2023-TKT-0001 | Nicole Avery | 3/31/2023 3:52:43 PM |

6) ACCOUNT LOGS on a limited basis

- Visit <https://adam.ade.arkansas.gov> - Enter 'User ID' and 'Password'
- On the landing page, select the "Account Management" icon



- On the "Account List" page, search for the desired account, then select by clicking either the ID or the blue View icon



- Displayed will be basic information about the account, along with basic Action Logs. As in the example below, you see that the account was:
 - Created by 9999ccagle
 - Deleted by 9999navery
 - And then created again by 9999ccagle
 - Include are the following columns
 - Action/Task (Create, delete, etc)
 - Date Time (that date and time of the action)
 - Action by (the user who initiated the action)
 - Action Client (IP address etc of the client taking the action)

